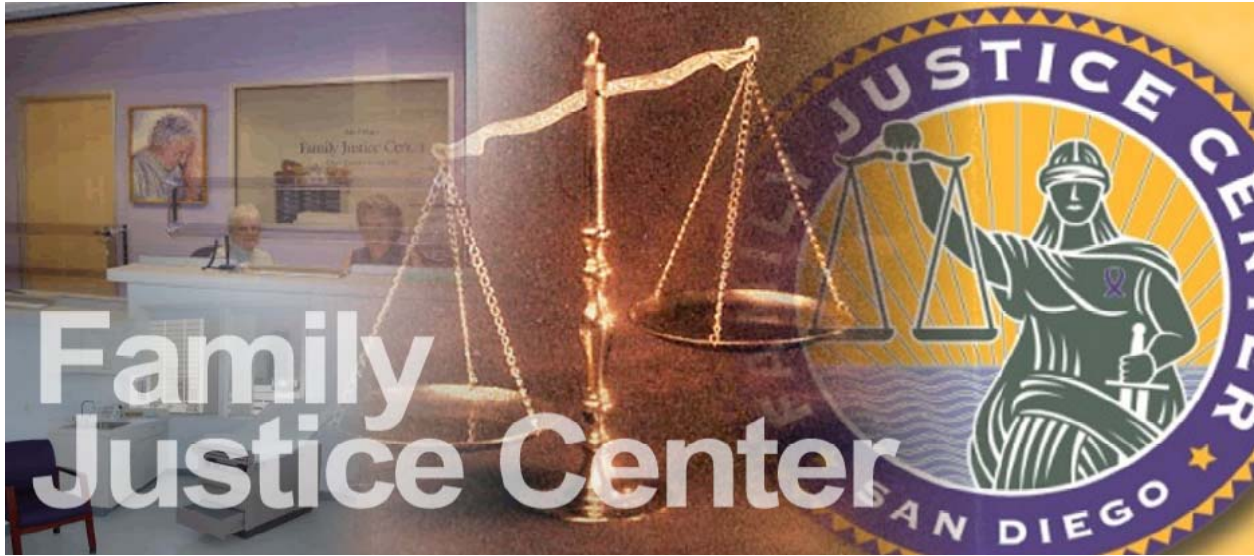


# Family Justice Center



## Department Description

Located in downtown San Diego, the San Diego Family Justice Center (FJC) is a public safety department launched by the City of San Diego to assist victims of family violence. It is a comprehensive one-stop shop for victims of family violence and their children. Twenty-five partner organizations have come together under one roof to provide consolidated and coordinated legal, social, and mental health services to more than 17,000 family members per year. Victims can now come to one location to talk to an advocate, get a restraining order, plan for their safety, talk to a police officer, meet with a prosecutor advocate, receive information on shelter, and get help with transportation. The San Diego Family Justice Center is a place where victims of family violence are the highest priority.

The Department's mission is:

*To improve and strengthen the lives of families through early identification of family violence and then provide coordinated wrap-around services through collaboration with community partners in one location*

## Goals and Objectives

The following goals and objectives represent the action plan for the Department.

### ***Goal 1: Focus on a comprehensive array of family violence***

As we continue to fulfill our mission, we must not only concentrate our energy on serving those affected by domestic violence, but those affected by the total spectrum of family violence (child abuse, domestic violence, elder abuse, sexual molest, et al.). It is vital to develop partnerships that have the capabilities of serving the broad population the Family Justice Center serves. The Department will move toward accomplishing this goal by focusing on the following objective.

- Develop partnerships to support comprehensive focus on family violence

### ***Goal 2: Provide a proactive and prevention-focused approach to family violence***

Prevention and more proactive strategies will help curtail family violence before it happens. Early identification will allow us to better implement the necessary interventions and stop the cycle of family violence. The Department will move toward accomplishing this goal by focusing on the following objectives.

- Research, promote, and facilitate strategies for early identification and intervention

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- Develop tactics and processes for identifying youths suffering developmentally and behaviorally from family violence

## ***Goal 3: Effectively collaborate and coordinate resources for individuals experiencing family violence***

The services the Family Justice Center houses are essential to those experiencing family violence. It is of the utmost importance for individuals experiencing family violence to be able to come to one location and receive the necessary resources. The Department will move toward accomplishing this goal by focusing on the following objective.

- Ensure valuable wrap-around services are accessible to individuals experiencing family violence

## ***Goal 4: Ensure sustainable operations***

It is a priority of the Family Justice Center to ensure that the services it provides are sustainable. The Center is of vital importance to those it serves and it must plan accordingly for our future. The Department will move toward accomplishing this goal by focusing on the following objectives.

- Facilitate development of viable outcome measures to understand effectiveness of intervention strategies
- Ensure that the Center obtains sufficient funding, staffing, and facilities for the effective provision of services
- Support training for and development of employees
- Maintain a practical approach to the total spectrum of family violence

## ***Goal 5: Engage in effective marketing and educational planning***

Marketing and education is another important goal for the Family Justice Center. The Department needs to get the word out on what kinds of services are housed in the Center and throughout the community and educate those on the total spectrum of family violence. The Department will move toward accomplishing this goal by focusing on the following objectives.

- Educate partners and professional groups on total spectrum of family violence
- Educate community on breadth of services provided and range of individuals served by the FJC
- Educate internal and external stakeholders

# Service Efforts and Accomplishments

The San Diego Family Justice Center originated as a program of the City Attorney's Office in 2002. Given the success and growth of the program, the City Council unanimously adopted Ordinance No. 0-19339 on November 29, 2004, thereby creating the San Diego Family Justice Center as a City department to support and advance the mission, goals, management, and future challenges.

In October 2003, President George W. Bush created the President's Family Justice Center Initiative designed to develop 15 federally-funded Family Justice Centers across the country within the first two years. The San Diego Family Justice Center Foundation was named to oversee the Technical Assistance Team for the President's Initiative. Beyond the President's Initiative, national and international momentum has been growing. Other communities around the world are moving toward the creation of other centers modeled after the San Diego Family Justice Center.

During Fiscal Year 2008, the San Diego Family Justice Center underwent a departmental transition replacing three out of five General Fund positions and adding one limited, federally-funded bilingual Clerical Assistant II position. A new mission and vision were established to more effectively respond to all forms of family violence (i.e., domestic violence, elder abuse, child abuse, and sexual assault).

The San Diego Family Justice Center implemented a \$400,000, two-year grant from the U.S. Department of Justice, Office on Violence against Women to proactively hold batterers accountable. The program partners with the San Diego Police Department, City Attorney's Office, San Diego County Probation Department, and Center for Community Solutions.

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The Volunteer Program at the San Diego Family Justice Center is a key component to the success of the Center's daily operations. Since Fiscal Year 2005, volunteers have donated 41,866 hours. Using the 2006 national average hourly wage of \$18.77, this equates to nearly \$786,000 in value.

## Budget Dollars at Work: Performance Expectations

### Goal 1: Focus on a comprehensive array of family violence

Performance Measure	Baseline FY2007	Actual FY2008	Target FY2009
1. Client feedback survey results	N/A	N/A <sup>1</sup>	N/A

### Goal 2: Provide a proactive and prevention focused approach to family violence

Performance Measure	Baseline FY2007	Actual FY2008	Target FY2009
1. Grant dollars received	\$400,000	\$0 <sup>2</sup>	\$165,000

### Goal 3: Effectively collaborate and coordinate resources for individuals experiencing family violence

Performance Measure	Baseline FY2007	Actual FY2008	Target FY2009
1. Percent of services identified in evaluation as needed that are provided within established timeframe	N/A	N/A <sup>3</sup>	100%
2. Percent of services that are identified as needed that are provided by at least one partner	N/A	N/A <sup>3</sup>	100%
3. Percent of individuals that received wrap-around services from partners or external resources within established timeframe	N/A	N/A <sup>3</sup>	100%

### Goal 4: Ensure sustainable operations

Performance Measure	Baseline FY2007	Actual FY2008	Target FY2009
1. Percent deviation between required number of active volunteers to staff FJC and number of actual volunteers	N/A	-11%	+/-10%
2. Percent of referred clients that receive shelter	N/A	N/A <sup>3</sup>	90%

### Goal 5: Engage in effective marketing and educational planning

Performance Measure	Baseline FY2007	Actual FY2008	Target FY2009
1. Client feedback survey results	N/A	N/A <sup>1</sup>	N/A
2. Frequency with which community forums are offered and conducted	N/A	1 per quarter	1 per quarter
3. Grant dollars received	\$400,000	\$0	\$165,000

<sup>1</sup> FJC has partnered with Child and Adolescent Services Research Center to conduct client surveys relating to services offered and accessed in FJC. The project kicked off in Quarter 4 of Fiscal Year 2008 and results are expected to be available in Quarter 2 or Quarter 3 of Fiscal Year 2009.

<sup>2</sup> No grant dollars awarded in Fiscal Year 2008. An application was submitted to United States Department of Justice for Congressional Earmark award for \$213,000. Award announcement is expected Quarter 1 of Fiscal Year 2009. In addition, a \$25,000 CDBG grant was approved, but will not be awarded until Quarter 2 Fiscal Year 2009.

<sup>3</sup> Data is not known. Once case management is online and tracking software is purchased and implemented, data will be monitored. The purchase is expected in Quarter 1 of Fiscal Year 2009.

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## Budget Dollars at Work: Sizing and Workload Data

	Actual FY2005	Actual FY2006	Actual FY2007	Actual FY2008	Target FY2009
<b>Sizing Data</b>					
Percent of clients that require translation services	N/A	20%	21%	18%	20%
Average number of FJC visits for individuals that experience family violence per year	N/A	8	8	4	8
<b>Workload Data<sup>4</sup></b>					
Number of new victims served	N/A	2,039	1,997	1,853	2,500
Contacts processed (walk-in services and telephone calls)	N/A	26,000	26,000	20,800	30,000

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<sup>4</sup> Data captured using the Intake Management System